

BOONE/MADISON COUNTY Strategic Action Plan

April 1, 2009

- **Process for Strategic Plan Development**

This plan has been based on input from the active stake holder groups in both Counties. In addition, other input has been collected from satisfaction surveys from clients and family members of County targeted case management clients as well as input from service providers. A County wide needs assessment was completed in Boone County by the Public Health Department. County Community Services, CCS, along with Empowerment and Decat. actively participated in the process. Data regarding clients receiving psychiatric hospitalization services, residential services, court ordered services, out-patient services and community services including employment and residential services have also been reviewed.

The Advisory groups in both Counties have reviewed the data listed above. From this they identify service needs and review service availability. They have then set priorities and objectives that are reflected in this plan. This is an ongoing process.

- **Guiding Principles**

1. All consumers of mental health, mental retardation, and developmental disability services in Boone and Madison Counties have a right to live, work, learn, and recreate to full independence and permanence in the community.

2. All consumers have the right to full community integration, and access to normal community resources and supports, without discrimination or stigmatization.

3. All consumers and their families have a right to full participation in planning for access to needed services and supports, and to exercise reasonable choice in services and providers of services within the context of available resources and legal limitations.

4. All consumers and their families have a right to responsiveness to cultural and linguistic diversity and to accommodation from service providers to overcome physical or cultural barriers to needed services and supports within the context of available resources/reasonable costs.

- **Primary Goals**

1. Review the MH commitment process and identify components that can be improved. The county wide assessment indicated that this was an area that individuals did not know much about and were uncertain about where to go to access this information should the need to commit an individual occur. There was also an indication that professionals in the health sector had some similar concerns.

2. Continue to develop an improved management information system. Two staff from CCS have been actively involved in the development of a state wide management information system, County Community Services Network, CSN.

3. Continue efforts to improve the transition of adolescent consumers moving into the adult system.

4. Ensure that services based in the County, such as day programming, supported community living or residential services can be developed and sustained.

- **Goal Specifics**

Goal 1: Review and improve the mental health commitment process.

Objective 1: Establish a group of interested and affected parties to review the commitment process.

Projected completion: June 1, 2009

- Objective 2: Work with the Clerk of Court to find ways to improve the intake process.

Projected completion: October 1, 2009.

- Objective 3: Survey the hospital ER staff to determine what supports they need as it relates to MH and substance abuse commitments.

Projected completion: October 1, 2009

- Objective 4: Update the Counties Web sites to reflect current commitment process and update with changes and improvements attributed to this objective.

Projected completion: September 1, 2009 and ongoing

- Objective 5: Provide training and implement system changes as identified through objective 1 and do system review.

Projected completion: Begin October 1, 2009 and ongoing

An agenda item for each of the Boone and Madison County Advisory committee meetings will be to evaluate progress towards each objective listed above.

Points of measurement shall be:

- A. Were groups formed to review the commitment process?
- B. Did meetings occur with the Clerk of Court?
- C. Were surveys developed and completed by the hospital ER staff?
- D. Were Websites updated and are they current?
- E. Were trainings developed and were they effective?

Goal 2: Continue to develop an improved management information system.

- Objective 1: Work with ISAC and the CSN project to create and implement a management information system that will connect the counties.

Projected completion: October 1, 2009

- Objective 2: Chair the training committee that will oversee the system training for individual users.

Projected completion: September 1, 2009 and ongoing

- Objective 3: Update the Counties Web sites to ensure that the links listed on the Public Portal give clients access to current information.

Projected Completion: October 1, 2009 and ongoing

The Community Services affiliate is in the process of creating a CSN governance board. This Board will ensure that these objectives are completed.

Goal 3: Continue efforts to improve transition of adolescent consumers moving into the adult mental health system.

- Objective 1: Will continue to be an active participant in the DHS transition staffing teams.

Projected Completion: Ongoing

- Objective 2: Will continue to be an active participant in the Family Support Project Team, FSP.

Projected Completion: Ongoing

- Objective 3: Through our Advisory Board process, survey school personnel and develop an in service presentation on adult services and the transition process.

Projected Completion: January 1, 2010 and ongoing

The Boone and Madison Advisory committees will be responsible for ensuring that these objectives are being met. Additionally, the first

two objectives are part of employee performance expectations. Attendance and participation in these groups is tracked by the employee's supervisor.

Goal 4: Ensure that services based in the County, such as day programming, supported community living or residential services can be developed and sustained. Based in the County shall mean that a provider has an office in either Boone or Madison County and that they are serving at least 20 individuals that have legal settlement in the aforementioned Counties.

- Objective 1: Determine if there are unmet critical service needs within the Counties.
- Objective 2: Determine if there are critical services within the Counties that are at risk of not being provided.
- Objective 3: Formulate a plan to develop or sustain these services that could include but not be limited to; technical assistance, training or funding.

- **System Accessibility**

Access to MH, DD county funded services can occur at a variety of intake points. If an individual has therapy or medication management needs, they can go to our designated mental health centers and file an application. Need is determined at the center and funding eligibility is determined at the office of the County CPC. Boone and Madison Counties have contracts with a number of hospitals. If an individual has inpatient needs, they can file an application with the hospital. The hospital determines service need and forwards the application on to the office of the CPC to determine funding eligibility. For other service needs an application can be filed with the provider case management or the office of the CPC. When the County Community Services Network, CSN is implemented, individuals can file an application online.

Mental Health Center identifying information:

Boone County- Richmond Center, 125 S 3rd Suite 200, Ames Ia.
50010, Phone 515-232-5811

Madison County- The Bridge/Crossroads Mental Health Center,
1223 E Buchanan, Winterset Ia. 50273, Phone 515-462-3105

- **Provider Network**

ABILITIES UNLIMITED
Access Systems
Adams County Sheriff's Office
ADEL CLINIC5TH STREET MENTAL HEALTH PROFESSIONALS
Alton, Melinda
BAKER COMMUNICATIONS, INC
Barloon, Gabrielle MD
Baudville
Baum Harmon Mercy Hospital
Behavioral Health Resources
Benefit Training & Consulting
BETTY BOWLSBY
BLACK HAWK-GRUNDY MHC, INC
BOONE COUNTY AUDITOR
BOONE COUNTY SHERIFF'S OFFICE
BOONE COUNTY TRANSPORTATION
Brain Injury Association of Iowa
BROADLAWNS MEDICAL CENTER
Buena Vista Reginal Medical Center
Caviness, Pam
CCS CASE MANAGEMENT
CDW Government, Inc
CDW Government, Inc.
CENTRAL IOWA THERAPY ASSOCIATES, INC
CHARLES CAMP
CHILDREN AND FAMILIES OF IOWA
Choice, Inc
CHOICE, INC.
CHRISTIAN OPP CENTER

COMBINED SYSTEMS TECHNOLOGY, INC
COMMUNITY & FAMILY RESOURCES
COMMUNITY CARE, INC.
COMMUNITY SERVICES ASSOC
COMMUNITY SERVICES ASSOC.
CONSUMER CREDIT COUNSELING
COUNTRY HAVEN
Country View Estates
COUNTY CASE MGMT SERVICE (CCMS)
Covenant clinic
Covenant Medical Center
Coy, Jack
CREST SERVICES
CRIS
CROSS COUNTRY SEMINARS
Crossroads Mental Health Center
DAKIN LAW OFFICE
DALLAS COUNTY AUDITOR
DALLAS COUNTY CARE FACILITY
Dallas County Community Services
Daniel Pharmacy
Deaf Action Center
DEPT OF HUMAN SERVICES
DORAN, ANDERSON & BALTIMORE
ELECTRONIC TRANSACTIONS CLEARINGHOUSE
ELLSWORTH MUNICIPAL HOSPITAL
EMH PHYSICIAN CLINIC
EMH PHYSICIANS CLINIC
Emmett County Sheriff's Office
Evenski, Wills
EXCEPTIONAL OPPORTUNITIES
Express Scripts Specialty Distribution Services
EYERLY BALL MENTAL HEALTH
EYERLY-BALL COMMUNITY MENTAL C
Feuerhelm & Kenville, P.C.
GENESIS DEVELOPMENT
GOLDEN, DUANE
GREENE COUNTY SHERIFF
HACKER, HELEN
HEALTH ED

HOLT HEATING & PLUMBING
HOME INSTEAD SENIOR CARE
HOME OFFICE
Hoyt Law Firm, P.C.
Hy-Vee Bedel's Pharmacy
Hy-Vee Store Charge Accounting
IA DEPT HUMAN SERVICES
IBEN, JEAN
INNOVATIVE INDUSTRIES
IOWA HEALTH HOME CARE
IOWA TELECOM
ISAC
JOHNSON & MALLOY, PC
JORDAN, MAHONEY & JORDAN, PC
KANSELAAR, BRANDI
Kenoyer, Diane
Lincoln Mental Health
LINN COUNTY SHERIFF
MADISON COUNTY MEDICAL ASSOCIATES
MADISON COUNTY MEMORIAL HOSPITAL
MADISON COUNTY PUBLIC TRANSPORTATION
MADRID REGISTER-NEWS
Magellan Health Services
Mahaska Drug
MAINSTREAM LIVING
MARY GREELEY MEDICAL CENTER
McCrea Anne LISW
MCFARLAND CLINIC
MEASE INSURANCE, INC
MEDICAL ASSOCIATES PHARMACY
Medicap Pharmacy #8003
Mercy Care Community Physicians
MERCY MEDICAL CTR
Michael Law Firm
Michael Shane law Firm
Millhone & Anderson, P.C.
Mitchell, Randy
MIW, INC.
MOSAIC
MPS
NALEAN & NALEAN

National Seminars Group
NCP of Iowa
NEW HOPE VILLAGE
New Mobility Magazine
NORTH CENTRAL IOWA MH CENTER
Oak Haven Care Facility
OGDEN REPORTER
PAGE CO SHERIFF
Park Place/Sunshine Homes
Pathology Laboratory
PAYEE SERVICES, INC
PESI HEALTHCARE
Pharmerica
Plymouth County Sheriff
POLK COUNTY AUDITOR
Pride Group, The
QWEST COMMUNICATIONS
Renaissance Savery Hotel
RESCARE, INC.
RICHMOND CENTER
Rose of Ames
Ruetter, Susan
Sample Medical 17091
SCHAUDT, KARL
Shaw, Jean
Siouxland Mental Health Center
SKILLPATH SEMINARS
Sorg Sample Medical Pharmacy
SPECTRA HEALTH CARE, INC
Spencer Season's Center
ST ANTHONY'S REGIONAL HOSPITAL
ST LUKES HOSPITAL
STORY COUNTY COMMUNITY LIFE
Story County Community Life Program
STORY COUNTY SHERIFF'S OFFICE
Strong, Miranda
Stutts, William
The Pride Group
TREASURER, STATE OF IOWA
TRIMARK PHYSICIANS GROUP
Trotter, Nancy
Tungesvik, Michael

U.S. CELLULAR
VERIZON WIRELESS, BELLEVUE
WESCO Industries
WESLEY AT HOME
WEST CENTRAL MENTAL HEALTH CEN
White, Connie
Wilcox Printing & Publishing, Inc
WILLOW HEIGHTS
WINTERSET MADISONIAN
WOODWARD RESOURCE CENTER
Workspace Inc.

- Services and Supports Matrix**

County: Boone & Madison						MI	CMI	MR	DD	BI
Service										
4x03 Information and Referral										
4x04 Consultation.						X	X			X
4x05 Public Education Services							X	X		X
4x06 Academic Services.										
4x11 Direct Administrative.								X		
4x12 Purchased Administrative								X		
4x21- 374 Case Management- Medicaid Match.							X	X	X	
4x21- 375 Case Management -100% County Funded							X	X	X	X
4x21- 399 Other.						X	X	X		
4x22 Services Management.						X				
4x31 Transportation (Non-Sheriff).							X	X		
4x32- 320 Homemaker/Home Health Aides.							X	X		
4x32- 321 Chore Services										
4x32- 322 Home Management Services							X	X		
4x32- 325 Respite.								X		

Mandated
Offered

4x32- 326 Guardian/Conservator.					
4x32- 327 Representative Payee	X	X	X		
4x32- 328 Home/Vehicle Modification			X		
4x32- 329 Supported Community Living		X	X		
4x32- 399 Other.		X	X		
4x33- 345 Ongoing Rent Subsidy.	X	X	X		
4x33- 399 Other		X	X		
4x41- 305 Outpatient	X	X	X	X	
4x41- 306 Prescription Medication.		X	X		
4x41- 307 In-Home Nursing		X	X		
4x41- 399 Other		X	X		
4x42- 305 Outpatient		X	X		
4x42- 309 Partial Hospitalization.		X	X		
4x42- 399 Other.		X	X		
4x43- Evaluation.	X	X	X		
4x44- 363 Day Treatment Services		X	X		
4x44- 396 Community Support Programs		X	X		
4x44- 397 Psychiatric Rehabilitation		X	X		
4x44- 399 Other		X	X		
4x50- 360 Sheltered Workshop Services.		X	X	X	
4x50- 362 Work Activity Services		X	X		
4x50- 364 Job Placement Services.		X	X		
4x50- 367 Adult Day Care.		X	X		
4x50- 368 Supported Employment Services		X	X		
4x50- 369 Enclave		X	X		
4x50- 399 Other.		X	X		
4x63- 310 Community Supervised Apartment Living Arrangement (CSALA) 1-5 Beds	X	X	X	X	
4x63- 314 Residential Care Facility (RCF License) 1-5 Beds		X	X		
4x63- 315 Residential Care Facility For The Mentally Retarded (RCF/MR License) 1-5 Beds			X		
4x63- 316 Residential Care Facility For The Mentally Ill (RCF/PMI License) 1-5 Beds		X			
4x63- 317 Nursing Facility (ICF, SNF or ICF/PMI License) 1-5 Beds		X	X		
4x63- 318 Intermediate Care Facility For The Mentally Retarded (ICF/MR License) 1-5 Beds			X		
4x63- 329 Supported Community Living	X	X	X		
4x63- 399 Other 1-5 Beds.		X	X		
4x6x- 310 Community Supervised Apartment Living Arrangement (CSALA) 6 & over Beds		X	X		
4x6x- 314 Residential Care Facility (RCF License) 6 & over Beds		X	X		
4x6x- 315 Residential Care Facility For The Mentally Retarded (RCF/MR License) 6 & over Beds			X		
4x6x- 316 Residential Care Facility For The Mentally Ill (RCF/PMI License) 6 & over Beds		X			
4x6x- 317 Nursing Facility (ICF, SNF or ICF/PMI License) 6 & over Beds		X	X		
4x6x- 318 Intermediate Care Facility For The Mentally Retarded (ICF/MR License) 6 & over Beds			X	X	
4x6x- 399 Other 6 & over Beds..		X	X		
4x71- 319 Inpatient/State Mental Health Institutes	X	X	X		
4x71- 399 Other		X	X		
4x72- 319 Inpatient/State Hospital Schools		X	X	X	

4x72- 399 Other.		X	X		
4x73- 319 Inpatient/Community Hospital		X	X		
4x73- 399 Other		X	X		
4x74- 300 Diagnostic Evaluations Related To Commitment.	X	X	X	X	
4x74- 353 Sheriff Transportation	X	X	X	X	
4x74- 393 Legal Representation for Commitment	X	X	X	X	
4x74- 395 Mental Health Advocates	X	X	X	X	
4x74- 399 Other	X	X	X	X	